



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

El Paso Telephone Company, The
Fairpoint Communications / The El Paso Telephone Company
for quarter ending December 31, 2007

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.93	2.89	3.08	3.30
B. Operator Answer Time - Information [730.510(a)(1)]	4.62	3.50	4.68	4.27
C. Repair Office Answer Time [730.510(b)(1)]	18.00	17.00	31.00	22.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	10.00	12.00	35.00	19.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.42	0.93	0.87	1.07
H. Percent Repeat Trouble Reports [730.545(c)]	12.50%	3.85%	8.33%	8.23%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**El Paso Telephone Company, The
Fairpoint Communications / The El Paso Telephone Company
for quarter ending December 31, 2007**